

5 FAH-2 H-500 MANAGING DTS DATA CIRCUITS

5 FAH-2 H-510 DIPLOMATIC TELECOMMUNICATIONS SERVICE NETWORK

(TL:TEL-1; 07-01-1998)

5 FAH-2 H-511 NETWORK DESCRIPTION

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The Diplomatic Telecommunications Service network is a system of interconnected secure data and voice circuits supporting foreign affairs agency headquarters in Washington and U.S. diplomatic missions abroad. The subscriber circuits are defined by widely varying characteristics: secure and nonsecure; commercial, dial-up, leased lines and U.S. Government-owned satellite systems; low and high speed; and telegraphic, data, voice, imagery, facsimile and video applications. All Department of State telecommunications circuits are integrated into the DTS network.

5 FAH-2 H-512 DIPLOMATIC TELECOMMUNICATIONS SERVICE PROGRAM OFFICE (DTS-PO)

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. The Diplomatic Telecommunications Service Program Office is jointly administered by the Department of State and other foreign affairs agencies to manage the global DTS network. Per Congressional mandate DTS-PO must provide responsive, reliable, secure and cost-effective telecommunications service to the foreign affairs community.

b. To implement this mandate DTS-PO provides network connectivity from an agency's designated overseas location(s) to a corresponding foreign and/or U.S. location(s). This connectivity provides the necessary transmission path(s) and associated support for high and low speed data transfer, voice, facsimile and other services as required. DTS-PO coordinates installations, upgrades and maintenance with relay stations, agency subscribers, and appropriate Department offices. Operation and maintenance of the DTS network is the responsibility of the DTS partners.

5 FAH-2 H-512.1 DTS Customer Service Desk

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The DTS Customer Service Desk is the DTS-PO point of contact for circuit activation, upgrades, maintenance and troubleshooting. The Customer Service Desk hours are 10:00 p.m. Sunday through 10:30 p.m. Friday (24 hours a day, seven days a week, including holidays). Customers should contact the Beltsville Network Control Center when unable to reach the DTS Customer Service Desk.

- (1) toll free 1-800-438-7457
- (2) customers abroad (703) 302-7899
- (3) unclassified fax (703) 302-7339
- (4) secure voice and fax (703) 302-7998
- (5) service desk chief (703) 302-7915
- (6) NCC Beltsville (301) 985-8100

5 FAH-2 H-512.2 Network Control Centers

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

All circuitry in the DTS network terminates at or transits Network Control Centers at Beltsville or Brandy. The NCCs provide network connectivity to DTS subscribers via leased lines, undersea cables, fiber optic cables, government-owned and commercially leased satellites and high frequency radio links. The NCCs also perform store and forward data switching operations. A technical control staff troubleshoots circuit termination points for field posts' circuits.

5 FAH-2 H-512.3 DTS-PO Representatives At Post

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The IMO and ITO officially represent DTS-PO at field posts and implement DTS-PO policies.

5 FAH-2 H-512.3-1 IMO

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The IMO:

- (1) ensures that DTS subscriber requirements are met;
- (2) communicates customer issues and concerns to DTS-PO;
- (3) advises customers on how to formally apply for circuit upgrades or new installations;
- (4) coordinates new circuit activation for subscribers and maintains Customer Interface Control Documents, current records of the type of DTS service for each subscriber (see 5 FAH-2 H-512.4); and
- (5) serves as the customer liaison in resolving all communications problems.

5 FAH-2 H-512.3-2 ITO

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

The ITO (or IMO, depending upon post customs and transmission facilities):

- (1) is responsible for the operational readiness of black transmission equipment listed in 5 FAH-2 H-515 and BPS circuitry;
- (2) coordinates troubleshooting for black transmission problems;
- (3) ensures that wiring and installation standards are met; and
- (4) informs DTS-PO and all concerned offices, as appropriate, of telecommunications technical problems.

5 FAH-2 H-512.4 Customer Interface Control Document (CICD)

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

A DTS Customer Interface Control Document contains installation and technical specifications and testing procedures for DTS subscriber circuits that connect to the Black Packet Switch network. If the subscriber circuit is upgraded or changed, DTS-PO revises the subscriber CICD and sends the revision to post. The CICD is a reference tool for maintaining or upgrading

circuitry and should be readily available for those purposes. To obtain a copy of post's CIGD, send a formal telegraphic request to DIR DTSPD WASHDC.

5 FAH-2 H-513 TYPES OF DTS SERVICE

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

DTS-PO offers basic or enhanced service to subscriber agencies and bills the agencies based on service provided.

5 FAH-2 513.1 Basic Service

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

Basic service is defined as 2400 bits-per-second, single-user, dedicated circuits or 9600 baud access to a black packet switched network. Dedicated circuits are used for a single purpose, such as telegraphic circuits, or special function high speed transmission lines.

5 FAH-2 513.2 Enhanced Service

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

Enhanced service requires substantial aggregate bandwidth to support frame relay, voice, video or high speed data transfers.

5 FAH-2 H-514 BLACK PACKET SWITCH NETWORK

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(Uniform State/USAID/USIA)

Wherever practical DTS-PO utilizes a black packet switch (BPS) network for data communications, because the BPS network provides a high standard of service at relatively low cost. A single BPS aggregate line can be shared by multiple users. "Black" means the signal is bulk encrypted. DTS-PO is responsible for installing black transmission equipment for the BPS network and parent organizations are responsible for maintaining the equipment.

5 FAH-2 H-515 DTS TECHREQ PROCEDURES

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

IPC should keep a copy of "DTS TechReq Instructions" and follow the specific procedures for returning defective black transmission equipment to the Communications Repair Facility (CRF). Black transmission equipment includes Codex modem models 3266, 3385, 3268, 3386 and 2173B, multiplexers, packet switches, satellite terminals, PRS HF radio system, uninterruptible power supplies and encryptors. Address telegraphic notification to DIR DTSP0 WASHDC. Return Racal Milgo, ComLink and Omni 9600 modems to A/LM/OPS/MAT-CSEA.

5 FAH-2 H-516 DTS REPORTING REQUIREMENTS

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

a. Whenever any DTS aggregate or dedicated circuit is out of service for over an hour, the transmission facility must report the outage and restoration in a DTS CHANNEL telegram addressed to DTS-PO, the Network Control Centers, the Area Telecommunications Office (ATO) Headquarters, the RIMC and regional ATO.

b. Each IPC should have a copy of DTS/RG-2 (DTS Reporting Guide, Revision 2) and update it when revisions are received. This publication contains official criteria and example formats used in circuit situation reports and circuit outage and restoration reports. IPC can obtain a copy by sending a telegraphic request to DIR DTSP0 WASHDC with an attention indicator FOR DTSP0/G/SPS.

5 FAH-2 H-517 OTHER DATA CIRCUITS

(TL:TEL-1; 07-01-1998)
(Uniform State/USAID/USIA)

See 5 FAM 500, *Telecommunications*, or 5 FAM 800, *Information Systems Management*, for information regarding other circuitry topics not discussed in this handbook.

5 FAH-2 H-518 AND H-519 UNASSIGNED